

**Job Code: 158**      **Customer Care Operative**

**Reporting to:**      Customer Care Manager/Designated staff

**Purpose:**      To carry out responsive maintenance during maintenance period.

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| <b>Achieving Results</b> |
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| <b>Managing the Process</b> |
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- To liaise with occupant and carry out effective back up cover to subcontractors
- To limit the extent of damage by making safe in the event of emergency works.
- To be responsible for health and safety to both operative and the occupants of the property.
- To finalise the completion of defects liability works where the subcontractor fails his obligations or any material faults.
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

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| <b>Serving the Customer (Internal &amp; External)</b> |
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- Developing relationship with purchaser to identify areas of improvement and design out, in order to maintain a customer friendly company.

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| <b>Delivering Quality</b> |
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- Provide monthly report of defects found at home demonstration handover and courtesy call.

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| <b>Technical Skills and Knowledge</b> |
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|  | Basic | Intermediate | Advanced |
|--|-------|--------------|----------|
| General knowledge of construction      |       |              |          |
| Knowledge of NHBC requirements         |       |              |          |
| Knowledge of health and safety         |       |              |          |
| Understanding structural principals    |       |              |          |
| Knowledge of good trade practice       |       |              |          |
| Knowledge of environmental regulations |       |              |          |

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| <b>Training Matrix</b> |
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